



Guatemala City, Guatemala

## **CREDIT CARDS** **2010**

### **CREDOMATIC & AMERICAN EXPRESS**

The following offices of CREDOMATIC & AMERICAN EXPRESS are available for credit card cash withdrawals or Guatemalan-issued credit card replacements. A valid passport is needed to carryout any transaction. Hours are: Monday-Friday from 8 a.m. to 6 p.m.

#### **Guatemala City:**

\*7a. Ave 6-26, Zona 9  
Plaza El Roble  
Basement, Atención al Público  
Tel. 2361-0909 (working hours)

\*Plaza Obelisco  
Avenida Reforma 18 Calle  
Zona 10 Local 5  
Tel. 2361-090 Ext. 6015

Calzada Roosevelt 30-75, Zona 11  
Centro Comercial El Puente  
Tel. 2361-0909 Ext. 6010

5a. Avenida y 11 Calle, Z.1  
Edificio Estacionamiento  
Tel. 2361-0909 Ext. 6045

#### **Other Towns:**

Quetzaltenango:  
Banco del Quetzal  
Ave Las Americas, 7 Calle, Zona 3  
Centro Comercial Pradera Xela, Locales 75/76  
Tel. 7767-7743/4  
9:00 a.m. to 6:00 p.m. Mon-Fri  
9:00 a.m. to 1:00 p.m. Saturday

To report stolen American Express travelers checks, call collect (801)964-6665 or 1-800-288-0073 or (502)2412-4700. You may apply for replacement checks at Clark Tours located at 7a. Avenida 14-76, Zona 9 Tel. (502)2412-4700

\*Bank cards using the **Cirrus** networks (**Pronto** in Guatemala) are accepted.

**Lost or Stolen Credit Cards:**

A replacement credit card cannot be issued in Guatemala without the proper authorization of a bank in the United States.

A lost or stolen credit card can only be blocked in case of loss or theft. An order to block a lost or stolen credit card must be reported to the following:

1-(800) 999-3060 (Customer Service)

However, this will only prevent its use in Guatemala. A call to the proper U.S. bank (i.e., the bank which issued the card) is necessary in order to block the use of the card worldwide.

American Express can replace lost or stolen travelers' checks. In order to replace them, you may call American Express collect in the United States through the AT&T operator by dialing:  
1-(800) 288-0073.